

South Bay Cities Council of Governments

FY 22-23 Innovation Funds – Client Aid 2.0 Pilot Implementation - February 14, 2022

PROCESS AND PROCEDURES

As an amendment to the SBCCOG current Financial Policies and Procedures, SBCCOG will set up a separate debit account to administer Client Aid 2.0 to allow for SBCCOG to access and distribute funds directly to the case managers. As noted above, the Los Angeles County has already seeded \$45,000 in SBCCOG’s general account. Once the funds are transferred to this new debit account, the SBCCOG Accountant will create a separate ledger in the accounting system to track transactions and report to the Steering Committee monthly. The SBCCOG Executive Director or their designee will have signature authority for this account.

As stated in the Google Form, in order to qualify for Client Aid 2.0, cities and provider agencies must first exhaust all other available options, including but not limited to accessing: internal city/agency resources, LAHSA Problem Solving, Safe Parking, Rapid Rehousing, Shallow Subsidies, Prevention Services, Interim Shelters, Medi-Cal/CalAIM, other State/Local resources. Additionally, Client Aid 2.0 recipients must already be in the Los Angeles County Coordinated Entry System (“CES”). SBCCOG staff can verify this by accessing the Los Angeles County Homeless Management Information System (“HMIS”).

There will be 2 ways for cities and partner agencies to access these funds: 1) via prepaid debit cards and 2) via a check request. SBCCOG will distribute \$500 debit cards to the 3 main provider agencies in the South Bay - PATH, St Margaret’s Center, and Harbor Interfaith. SBCCOG will require the partner agencies receiving the debit cards to sign an agreement letter and set up a debit card check out process (Please see below for the partner agency Agreement Letter and the Debit Card Check Out Form). In both the debit card and check writing methods, the partner will need to first fill out the Google Form and obtain an email approval from either the SBCCOG Senior Project Manager or Senior Analyst for Homeless Services. Once approval is obtained, the debit card can then be used, or the SBCCOG will issue a check. Below is more detail about each of the two modalities:

1) Debit Cards: SBCCOG will initially request five \$500 prepaid debit cards from the bank. Three of the debit cards will go to the following lead agencies in the South Bay: PATH, St Margaret’s Center, and Harbor Interfaith Services. There will be one point person identified to the SBCCOG at each agency responsible for the \$500 debit card. The SBCCOG Senior Project Manager and the Senior Analyst will hold the other 2 debit cards. Upon Google Form approval, city and partner agency staff can sign out the debit cards and must sign them back in once they are finished with the transaction. Please see attached Debit Card Check Out Form. The \$500 prepaid cards can be cancelled if they are lost or stolen.

Partner Staff will be responsible for obtaining a W9 and receipts from the vendor, and forwarding them to SBCCOG. The SBCCOG Accountant will enter the vendors and the transactions into the accounting system. Once a debit card is fully used, the SBCCOG

Senior Project Manager may request a replacement card upon approval of the Executive Director or Designee. The Accountant will then request the card from the Bank.

Checks and Balances: There will be 4 checkpoints in this process: 1) As part of the Google Form process, the SBCCOG Senior Project Manager and the Senior Analyst will validate the end recipient of the debit card purchase. This review can be done by simply checking the HMIS system for the Client ID and corresponding client aid case note. HMIS has its own homeless verification process for any participant in CES. 2) The Senior Project Manager and the Senior Analyst will maintain a Client Aid 2.0 tracking sheet that will essentially be the Google Form spreadsheet output. Once a month, the SBCCOG Executive Director will review the tracking sheet to ensure that the program is conforming to the guidelines. 3) The tracking spreadsheet will be included in the monthly Steering Committee agenda for review (confidentiality of the end recipient will be respected). And 4) Per the Los Angeles County contract with SBCCOG, the county will audit the program as they deem necessary.

2) Checks: For use cases when debit cards are not accepted or for expenses greater than \$500, the SBCCOG will issue a check from the debit account. Checks will not exceed \$5,000 and require authorization from the Executive Director. Upon approval of the Google Form, the SBCCOG Senior Project Manager of Homeless Services will seek email approval to cut a check from the Executive Director. Upon email approval, the Accountant will issue the check, signed by the SBCCOG Executive Director or their designee and delivered to the partner staff. Partner staff will be responsible for HMIS entry, obtaining the W9, and receipts.

Checks and Balances: The check writing process will have 6 checkpoints; 1) The SBCCOG Senior Project Manager or the Senior Analyst will validate the client in the HMIS system. 2) The SBCCOG Executive Director or Designee will approve the aid. 3) The Accountant will be the 3rd approver at issuance of the check. 4) The SBCCOG Executive Director or Designee will check the tracking spreadsheet monthly. 5) The tracking spreadsheet will be included in the monthly Steering Committee agenda packet for review. And 6) Los Angeles County has authority to audit the program as they see fit.

This process has been reviewed by the SBCCOG Treasurer, Joseph Lillio, and he felt it had sufficient checks and balances and was an expeditious way to accommodate clients.

Attachment 2: Google form for providers to access client aid:
https://docs.google.com/forms/d/e/1FAIpQLScsBckIGeWuFp5L82QAKihoLKSR4_8gvsXYzqH48Ct2F5im3Q/viewform

Attachment 3: Debit Card Agency Agreement Letter

Dear Provider:

By signing this letter you are agreeing to adhere to the South Bay Cities Council of Governments (“SBCCOG”) Client Aid 2.0 Program guidelines as stipulated in the program Google Form which can be found here:

https://docs.google.com/forms/d/e/1FAIpQLScsBckIGeWuFp5L82QAKihoLKSR4_8gvsXYzqH48Ct2F5im3Q/viewform

Client Aid should be given as a solution of last resort to clients in the Coordinated Agency system in Service Planning Area 8 (<https://www.sbceh.org/homeless-count-2020.html>). As stated in the Google Form, in order to qualify for Client Aid 2.0, cities and provider agencies must first exhaust all other available options, including but not limited to accessing: internal city/agency resources, LAHSA Problem Solving, Safe Parking, Rapid Rehousing, Shallow Subsidies, Prevention Services, Interim Shelters, Medi-Cal/CalAIM, other State/Local resources. Additionally, Client Aid 2.0 recipients must already be in the Los Angeles County Coordinated Entry System (“CES”).

Once the Google form has been submitted, and the SBCCOG has given the email approval, a debit card can be obtained by the approved partner agencies by completing a debit card check out form. Debit cards should not be given to the client. Cardholder must obtain a W9 and receipt from the vendor and send back to SBCCOG within 5 business days for each use. Lastly, cardholder must ensure that staff has recorded the Client Aid in HMIS per the guidelines in the Google Form. Include signed receipt from recipient.

If the debit card is lost or stolen, the SBCCOG must be notify immediately. Failure to do so, can result in a loss of funds.

SBCCOG Name and Signature

Provider Name and Signature

Date:

Attachment 4: Debit Card Check Out Form

Sign Out	Sign In
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Sign Out Name	Date	Sign out Signature	Sign In Signature	Date	Amount Used	Vendor W9? (Y/N)	Receipt? (Y/N)	HMIS Entry? (Y/N)